

**Raised S.B. No. 160
Session Year 2016**

**AN ACT CONCERNING INSURED'S ACCESS TO HEALTH INSURERS FOR THE
PROCESSING OF CERTAIN PRIOR AUTHORIZATION REQUESTS.**

To require health insurers that require prior authorization for the interhospital transfer of a newborn infant or such newborn infant's mother to establish and maintain a manned, twenty-four-hour telephone number for the issuance of decisions regarding such prior authorization requests.

Dear Committee Members,

March 1, 2016

My name is Bob Lambert, and I am Debbie Parker's uncle. I would like to share some concerns my girlfriend, Debbie Scott and I witnessed relating to the premature birth of our great nephew and niece William and Karigan Parker.

On December 22nd 2015 our niece Debbie Parker and her husband Nick were in CT to celebrate the Christmas holiday with family not seen in years. On the morning of the 23rd Debbie not at all feeling comfortable realized that she had better seek medical attention and was taken to Windham Hospital. She soon learned that she was in premature labor at only 26 weeks and needed to undergo an emergency C-section.

Debbie and Nick's twins William and Karigan required immediate critical care. UConn Medical was contacted and arrangements were made for the babies to be transported to Farmington. Nick and Debbie's parents traveled to Farmington while my girlfriend Debbie and I remained at Windham. The following day was Christmas Eve and we both stayed with our niece while Nick and Debbie's parents remained in Farmington.

Debbie who had been cleared for transport to Farmington to be reunited with her babies was unable to make contact with her Insurance administration to obtain a means for transfer. The Doctors, Nurses and Medical Staff at Windham and Farmington did all they could to make contact with the Insurance Co. but they were also unsuccessful. This was a most agonizing day of heartache and let

downs as we witnessed the anguish and devastation of a new mother being separated from her children.

Imagine for a moment, you just had delivery of your premature babies, they've been transferred to another hospital, you have not seen them nor held them and they are in critical condition; one more so than the other. You long to be with them and what is keeping you apart is the non-personal *bureaucracy* of our insurance system.

The inability to make contact and secure authorization for transfer has robbed a young mother of precious moments. No mother or parent should have to endure the separation from their newborn at such a critical time because of inadequacies in our insurance system.

Please carefully consider the Bill that is before us. While it won't change what Debbie has endured, it will make all the difference for parents moving forward that are facing similar emergencies.

Thank You,

Handwritten signatures of Bob Lambert and Debbie Scott. Bob's signature is written above Debbie's. Both are enclosed in large parentheses.

Bob Lambert and Debbie Scott

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